MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2015/2016

BTS1014 – CRITICAL THINKING IN ORGANIZATIONS

(All sections / Groups)

8 MARCH 2016
2.30 p.m – 4.30 p.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 5 pages with 4 questions only.

2. Attempt **ALL** questions in Section A. Attempt **TWO** out of **THREE** questions in Section B. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

SECTION A – THIS QUESTION IS COMPULSORY

QUESTION 1

Read the following scenario and answer all questions.

Jennie was recently hired to work as a receptionist for the front lobby. As receptionist, she is responsible for making copies for the people in her office. Her son, Jason, comes in and needs some copies for a school project. He brought his own paper and needs 300 copies for his class the next morning. Jennie at the same time has to work extra hours and it is not possible for her to send the worksheet to the photocopy centre. According to her son, if he doesn't bring the copies with him, he will fail the project. The company copier does not require a security key, nor do they keep track of copies made by departments.

i. Identify and elaborate the ethical issue highlighted in the above scenario. (5 marks)

ii. What are the possible solutions that you could propose to Jennie? List at least **THREE (3)** options. (9 marks)

iii. What are the **THREE (3)** consequences to the organization if Jennie helps her son to make the copies using the company resources? (6 marks)

iv. What are the Critical Thinkers Characteristics that should be possessed by Jennie in order to solve the above problem? Provide **FIVE (5)** characteristics and justify your answer. (20 marks)

(Total: 40 marks)

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SECTION B – ANSWER TWO (2) OUT OF THREE (3) QUESTIONS

QUESTION 2

When making important decisions, it is useful to be able to distinguish between a strong argument and a weak argument. In this question, each question is followed by a series of arguments. Evaluate each argument and state either it is a **"STRONG ARGUMENT"**or **"WEAK ARGUMENT".** Each answer must be followed by justification.

Statement 1:

Should university-level education be free to all students?

i. Argument 1: No. Too much education can lead to over-qualification, and therefore unemployment. (5 marks)

ii. Argument 2: Yes, having a highly qualified workforce ensures high levels of employee productivity in organisations. (5 marks)

iii. Argument 3: No, research has shown that students that are not required to pay tuition fees, tend to slack off more and learn less during their degree. (5 marks)

Statement 2:

Should employers allow all staff the option of flexible working hours?

iv. Argument 1: Yes, giving staff greater flexibility will improve their work-life balance, and therefore their productivity. (5 marks)

v. Argument 2: Yes, organisations that value their staff are on average more productive and show lower staff turnover. (5 marks)

vi. Argument 3: No, flexi time leads to employees working fewer hours. Working fewer hours will decrease an employee's exposure to the workplace, making career progression harder and leading to a less experienced workforce. (5 marks)

(Total: 30 marks)

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QUESTION 3

i. Differentiate whether the following statements are **"expressive"** or **"directive"** language.

a. I had a nice time.
b. Isn't that great?
c. Don't you want to help me?
d. Have a nice day.
e. I would like some coffee.
f. Shut the windows.
g. It's late!
h. I'm really glad!
i. The coffee aroma is nice!
j. It was a fruitful discussion.

(10 marks)

ii. The following statements are Inductive Arguments. Evaluate each statement and identify whether it is **"Generalization", "Analogy"** or **"Causal Argument".**

a. There are basketball players from the 1980s who have scored at least 5 points on average. Therefore, basketball players from the 1980s have scored at least 5 points on average.
b. Thelma is a driving lesson instructor. She is diligent, trustworthy and kind. Jennifer is also a driving lesson instructor. She is diligent and trustworthy. Therefore, Jennifer is also kind.
c. Leonardo is a good writer, a painter, and an athlete. Ronaldo is a painter and an athlete. Therefore, Ronaldo is also a good writer.
d. Albert always take an afternoon jog in the city park. After a few minutes of jogging, he finds himself being chased by dogs. Therefore, Albert will be chased by dogs if he jog in the city park.
e. Most of the 35 years old male subjects are found to react positively to drug X. Therefore, most 35 years old male probably react positively to drug X.
f. Almost all the standard six students interviewed love Harry Potter. Therefore, Harry Potter probably appeals to most standard six students.
g. Communism is like a cancer. It requires drastic action and must be totally eliminated.
h. Television first began to be commonly owned by most American families in the 1950s. Since the early 1950s, violent crimes, suicide, and teen pregnancy have markedly increased. Therefore, television programs are responsible for these forms of social decay.

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i. I always see the same three teenagers standing outside the convenience store skateboarding, telling dirty jokes, and harassing patrons as they enter the building. The current generation of young people have lost all sense of morals and proper behaviour.

j. The results of a study of 30 nurses on a new weight loss pill shows that people on an exercise and diet program who take the pill lost 50 percent more weight than those who were on the exercise and diet program alone. In all likelihood, anyone else on an exercise and diet program who takes the new drug would also lose much more additional weight.

(10 marks)

iii. Evaluate each of the following statements and identify whether it is **"False Dilemma"**, **"Inappropriate Appeal to Authority"** or **"Ad Hominem"** fallacy.

a. Senator Jill: "We'll have to cut education funding this year."
Senator Bill: "Why?"
Senator Jill: "Well, either we cut the social programs or we live with a huge deficit and we can't live with the deficit."

b. "Well, it's pretty obvious that your political party doesn't know how to be fiscally responsible, so I wouldn't expect you to, either."

c. My 5th grade teacher once told me that girls will go crazy for boys if they learn how to dance. Therefore, if you want to make the ladies go crazy for you, learn to dance.

d. "Look, you are going to have to make up your mind. Either you decide that you can afford this stereo, or you decide you are going to do without music for a while."

e. America: love it or leave it.

f. My friend heard on the news the other day that Canada will declare war on Serbia.

g. He's not a great athlete; he's a fraud, a cheat and a liar. That's why not everybody is "happy for Lance."

h. The Ottawa Citizen reported that sales were up 5.9 percent this year.

i. Jim has a doctorate in Computer Science, and he says it's okay to believe in evolution of human.

j. "How can you make a decision about someone having marital problems if you've never been married yourself?"

(10 marks)

(Total: 30 marks)

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QUESTION 4

i. Discuss **TWO (2)** analysis on how emotional thinking affects critical thinking in organization by providing a scenario in an organization for each point.

(10 marks)

ii. Explain the weakness of *direct experience* in critical thinking.

(5 marks)

iii. Discuss why evidence is important in critical thinking. (5 marks)

iv. There are **TWO (2)** types of hypothetical syllogism in deductive argument. Differentiate them and give example of each.

(10 marks)

(Total: 30 marks)

End of Paper